

Montana Medicaid and Healthy Montana Kids *Plus* Messenger

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Member Responsibilities

When you make an appointment for any medical service for yourself or your children, remember to tell the provider you have Medicaid. When you go to your appointment or get a prescription, be sure to show your Montana Access to Health card. This will ensure the provider has the information they need to bill Medicaid.

If you happen to receive a bill from a provider, call their office to make sure they have your Medicaid coverage information. Do not ignore these bills and work with the provider so they bill Medicaid, not you, for the services. Providers may turn these services over to collections if they don't have your correct billing information. This can cause problems down the road for you. Medicaid cannot pay for bills that are over one year old and members may be responsible to pay after that time.

For more information contact the Medicaid/HMK *Plus* Member Help Line at 1-800-362-8312 or visit <http://dphhs.mt.gov/MontanaHealthcarePrograms>

Newborn Screenings

Every year in Montana about 40 babies are born with a metabolic, hormonal or functional disorder such as hearing loss or a Critical Congenital Heart Disorder (CCHD).

These conditions can cause disabilities, developmental delays, illness, or even death. Even though a baby looks healthy it may have a rare health problem. That is why the Montana Newborn Screening program tests all babies born in Montana. Babies born in a hospital, birth center, or at home all have access to newborn screening.

Each baby needs to receive three tests:

- Bloodspot- a few drops of blood will be safely collected from the baby's heel on a special card. This will usually happen before the baby leaves the hospital or is done by your midwife.
- Hearing- a safe and painless test that is done in less than 10 minutes. This test is the only way to know for sure if a baby has hearing loss. Mild or moderate hearing losses can delay development and may not

be detected without this simple test.

- CCHD- A sensor that measures the oxygen level in the baby's blood is placed on the baby's right hand and foot. The screening is done when the baby is 24 hours old, is quiet, warm, and awake.

Early Detection and Intervention can minimize or eliminate the impact of these health conditions. Montana has many resources available for follow up, treatment and intervention. Contact your baby's primary care provider with any concerns you may have regarding newborn screenings.

For more information see:

- <http://www.cdc.gov/ncbddd/newbornscreening/>
- <http://dphhs.mt.gov/publichealth/cshs/NewbornScreeningProgram>
- <http://msdb.mt.gov/>
- <https://mt.medicalhomeportal.org/services/category/306>
- <http://www.babysfirsttest.org>.

Community Health Program Guide

The Department of Public Health and Human Services recently updated its Community Health Program Guide. This guide highlights programs that address the prevention and management of chronic disease and preventable health issues experienced by Montanans, including people with disabilities who experience additional

health concerns, such as pain and depression. These programs offer access to health promotion and healthy lifestyle opportunities.

Take a closer look at what public health programs are available in your community to make your life better by visiting

www.chronicdiseaseprevention.mt.gov. Click on Community Based Programs (found in the left navigation bar) and download our Community Health Program Guide, use the interactive map, or search and sort to find your local programs.

For more information contact 1.844.MTHLT4U (1.844.684.5848) or send an email to chronicdiseaseprevention@mt.gov.

Building Resilience

Adverse Childhood Experiences (ACEs) or other difficult life challenges can lead to adversity. Adversity is not destiny. We all face challenges in our lives and we all have different ways of responding to difficult life challenges. Briefly we will look at ways a person may be able to increase their ability to handle life's challenges through increasing resiliency. Resiliency is the ability to overcome adversity or the capacity to bounce back.

Take care of yourself using The "ABC's":

- Awareness – be aware of your own needs, emotions, strengths and resources;
- Balance – give time for work, play, and rest; and
- Connection – we need relationships and look to something larger than ourselves.

A big impact to overcoming life's challenges is having a least one caring and competent person in one's life. Will you provide that for someone or allow someone to be a part of your life? Do you have to get out of your comfort zone and talk to someone, i.e. friend, neighbor, family.

Building resilience "How to":

- Make connections and build good relationships;
- Avoid seeing crises as unbeatable problems;
- Accept that change is part of living;
- Move towards goals;
- Take decisive actions;
- Look for opportunities for self-discovery;
- Nurture a positive view of yourself;
- Keep things in perspective; and
- Maintain a positive outlook.

Be aware of your own strengths and learn to use them, and be connected to your community, your faith and your culture.

For more information see:

- <http://www.fosteringresilience.com/>
- <http://resiliencetrumpsaces.org/resilience-trumps-aces/resilience>
- <http://www.ahwg.net/index.html>
- <http://www.nctsnct.org/>
- <https://www.futureswithoutviolence.org/>

Preventing Relapse

The holiday season can be a time of mixed memories and emotions, over commitment and over indulgence.

There are ways to prepare and safeguard your gift of sobriety.

- **Keep your support system close.** Never be afraid to contact your personal and community support systems. Even if you are traveling, most communities have a 12 step contact listed in the phone book or on the internet. Many communities have a crisis line. Montana has a 'warm line' staffed by mental health consumers ready to listen contact 1-877-688-3377 or visit www.montanawarmline.org. There are many safe on line recovery support chat rooms and websites. It is wise, however, to not give out too much information on these sites.

- **Honor your emotions.** Talk with your sponsor, a counselor, or a friend about emotions that come up. Keeping busy with, crafts or healthy activities helps with balancing emotions. Do not "stuff" emotions!
- **Look for ways to serve others.** Reach out to someone that you know is struggling. Volunteer. Spend time with someone confined.
- **Avoid vulnerable situations.** Let yourself define what vulnerable is-People, Places and Things.
- **Practice Self-Care.** Take time for yourself. Practice good habits like eating right and getting regular exercise. Relaxation and meditation even for a few minutes is good self-care.

Key Contacts

Medicaid/HMK Plus Member Help Line for questions regarding benefits, copayments, or Passport to Health.

1-800-362-8312

<http://dphhs.mt.gov/MontanaHealthcarePrograms>

Nurse First Advice Line for questions when you are sick, hurt, or have health questions.

1-800-330-7847

<http://dphhs.mt.gov/MontanaHealthcarePrograms/NurseFirst.aspx>

Montana Relay Service for the deaf or people hard of hearing.

1-800-253-4091 or 711

Montana Public Assistance Help Line for eligibility questions.

1-888-706-1535

<http://dphhs.mt.gov/hcsd/OfficeofPublicAssistance.aspx>

Transportation Center for questions regarding travel or approval. **Call before you travel or you may not be reimbursed.** **1-800-292-7114**

To find more information about covered and non-covered services, copayment information, Early Periodic Screening, Diagnosis and Treatment (EPSDT) services, and member education visit the member page at <http://dphhs.mt.gov/MontanaHealthcarePrograms>.